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EARTHSIEGE 2™

051129S/OEEH129E8



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EarthSiege™ 2 Installation Guide

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After game installation, the "Setup" program in the Sierra program group or folder lets you re-install the game, re-test your computer, uninstall the game, register, or view detailed Support and Setup Help information. To start it, just double-click on the Setup icon.

Troubleshooting

Error Messages

General Protection Fault: Try updating both your Windows Video Driver and your Windows Sound Card drivers. Contact your video card and sound card manufacturer for more information.

Not Enough Memory to Run This Application: Try closing all other programs or screen savers before launching *EarthSiege 2*.

Other Problems

If you have already looked at the *EarthSiege 2* README file, check out the on-line Setup Help. To open this, double-click on the "Setup" program in the Sierra program group or folder. Click SUPPORT, and then CONTENTS to find help on your specific system component or problem.

Technical Support

If you need additional help installing or using your Sierra product, and can't find the answer in this guide or in the README file, contact the Technical Support Department. You may call, write, fax, or contact us on our electronic bulletin board service (BBS). (For sales information, back orders, returns, technical support in Europe, or other information, see the Customer Service section in this manual.)

Our Automated Technical Support line at (206) 644-4343 is available 24 hours a day, and provides recorded answers to the most frequently asked questions. Follow the recorded instructions to find your specific topic.

If you can't resolve your problem through the Automated Support line, you can contact our Technical Support representatives directly. If you choose to write or fax us, please provide detailed information on your computer system and the nature of your problem. In addition, please include your address and telephone number should we need to call back or send you information.

U.S. Technical Support

Sierra On-Line
Technical Support
P.O. Box 85006
Bellevue, WA 98015-8506

Call (206) 644-4343
Fax (206) 644-7697
8:15 a.m. – 4:45 p.m. PST, M-F
(Automated Support is always available.)

Technical Support is also available through:

Sierra Bulletin Board Service (BBS):

U.S. (206) 644-0112 or U.K. (44) 734 304227

Internet: www.sierra.com (Sierra Web Site)

CompuServe: GO SIERRA

America Online: Keyword SIERRA

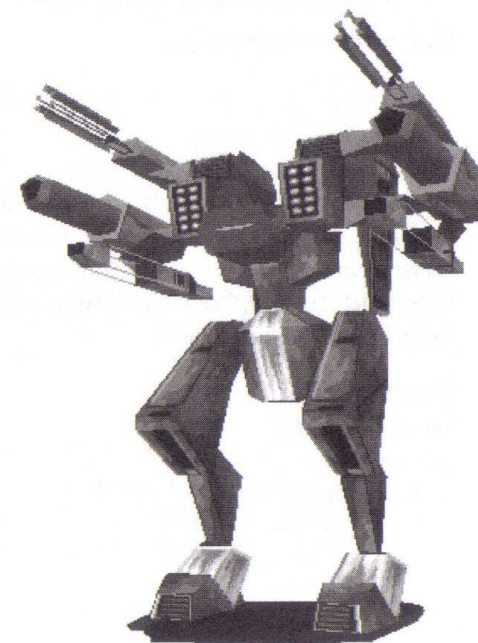
Sierra on CompuServe

Sierra offers technical support and patch files on its CompuServe forum, as well as product demos, hints, and reviews. CompuServe members can type GO SIERRA to reach the forum. To join CompuServe, call toll-free (800) 848-8199 and ask for Representative 461 for your FREE introductory membership and usage credit.

Patch Disks

If you have learned of a patch (update) disk for your game, send in your request to the address below, or contact us on our BBS. When writing, note the game, version number (VER# on game disk(s)), and disk type.

Sierra On-Line
Patch Disks
Dept. 10
P.O. Box 485
Coarsegold, CA 93614-0485



Customer Service

The best customer service in the industry.

“You don’t just buy our games – you buy the support of the whole company.”

— Ken Williams, CEO, Sierra On-Line, Inc.

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United States

Sierra On-Line
Direct Sales
P.O. Box 3404
Salinas, CA 93912

(For U.S. technical support,
see page 6.)

Call (800) 757-7707
Fax (408) 644-2018

United Kingdom

Sierra On-Line Limited
4 Brewery Court,
The Old Brewery,
Theale, Reading, Berkshire
RG7 5AJ United Kingdom

Call (44) 1-734-303171
Fax (44) 1-734-303362
9:00 a.m. – 5:00 p.m.,
Monday – Friday

France

Parc Tertiaire de Meudon
Immeuble “Le Newton”
25 rue Jeanne Braconnier
92366 Meudon La Forêt Cedex

Call (33)1-46-01-4650
Fax (33)1-46-31-7172
Hint line (33)1-36-68-4650

Germany

Sierra Coktel Vision Deutschland
Robert-Bosch-Str. 32
D-63303 Dreieich

Call (49) 06103-994040
Fax (49) 06103-994035

Other Countries

Sierra On-Line
International Direct Sales
P.O. Box 3404
Salinas, CA 93912

(Direct Sales and
Information Only)
Main (206) 746-5771
Fax (408) 655-6179

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Some sound effects used in this product were derived from the Sound Ideas[®] sound effects library. For more information, Sound Ideas can be reached at: U.S. (800) 387-3030; Canada (800) 665-3000; (416) 886-6800 Fax

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